



**ValueOptions<sup>®</sup> Presentation**  
**National Business Group on Health**  
**Child and Adolescent Mental Health**  
**Webinar**

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# Introduction to ValueOptions

# Organizational Background

Corporate headquarters in Norfolk, Virginia

22 million members

\$1 billion revenue

Barbara Hill, CEO since 2006

Serving 11% of the Fortune 500

Commercial, public sector, federal divisions

5 commercial service centers

Managing behavioral health since 1985

Largest independently held behavioral health and wellness company



A large, stylized yellow graphic on the left side of the slide, resembling a person with arms raised in a 'V' shape. It consists of a circular head and two curved, tapering limbs.

# ValueOptions<sup>®</sup> Integration

# The Integration Myth

- Big Business Health Care
  - Conglomerates with several business units and divisions promise lower cost due to “integrated care” under their corporate umbrella
- Piercing the Myth
  - Integrated care is promoted as a **system-based solution** available from big businesses, but genuine integration occurs at the **individual patient level**
- Our entire organization is focused on behavioral health and wellness
  - Partnerships and flexibility are our priority
  - Our CareConnect platform: one system, one purpose

# Meeting the Needs of ALL Stakeholders



PCP / Provider



BH Provider



Patient / Member



Employers



Health Plan

# Health Plan Challenges

- High rates of untreated and unrecognized behavioral health issues in children and adolescents
- Lack of standard CPT code for depression screening and care management
- Claims administration system
- Transactional versus longitudinal
- Silos between behavioral health and medical/pediatric services

# How health plans can have an impact on reducing untreated depression:

- Educate patients and families about depression
- Develop guidelines for when to require depression screening in health delivery systems
- **Promote standard screening by PCPs using a single, uniform screen – namely, the PHQ-9**
- Ensure that PCPs and/or pediatricians monitor and manage depression according to established best practice guidelines
- Require PCPs and/or pediatricians to report data on patient progress/patient improvement

# Defined Processes for Integration

- Planning
  - Fear of behavioral health
- Design
  - Address barriers
- Implementation
  - Centralization of referral process
- Management
  - Needs structure
  - Dedicated staff
  - Documentation of activity
- Measurement
  - Is it working
- Shared responsibility

# Individual / Consumer Focus

- Assessment of consumer
- Knowledge of total person:
  - Identification of Medical/Behavioral/  
Social/Supports
- Referral to Services outside of benefits
- Field based/Office based care management

# Effective Practices

- Ensure linkages between care management staff
- Arrange for BH CCM to train medical CCM
- 911/ Crisis calls
- Medical CCM should screen for BH issues (PHQ9, SF12, Cage, Audit, Whooley)
- Train PCP staff on BH screenings
- Weekly rounds between two teams
- Treatment planning meeting for high risk medically complicated/ mentally ill patients/consumers
- Partnership with external agencies (i.e. TeenScreen®)

# TeenScreen®

- ValueOptions® is a key partner in the Columbia University TeenScreen® Initiative
- Committed to early identification of mental illness in adolescents and prevention of teen suicide
- **Mission:**
- To expand and improve early detection of mental illness by mainstreaming mental health checkups as a routine procedure in adolescent health care, schools, and other youth serving settings.
- Non-profit, privately funded organization housed in the Columbia University Division of Child and Adolescent Psychiatry.
- The National Center provides free tools and resources to primary care, school and community partners throughout the country to enable them to offer adolescent mental health checkups.

# Deciding to partner with TeenScreen®

- Aligns with ValueOptions® and plan partner's core values
- Promotes a preventive, public health model
- Improves overall health and well-being of community...beyond the individual plan
- Provides evidence-based intervention
- Streamlines care delivery and addresses quality management
- Integrates mental health into routine health checkups for adolescents

# Implementation Departments

- Clinical and Quality Management
- Claims and Benefits
- Networks and Contracting
- Data Analytics and reporting
- Member Customer Services
- IRB
- Legal

# Plan/employer implementation steps

- Obtain buy-in by reaching out to network providers
- Develop a referral mechanism for adolescents who have been identified through the screening process
- Establish coding and reimbursement mechanism
- Address logistics within offices; provide materials, recommendations and support
- Create one tool for entire patient population, not a health plan-specific tool

# Contact information

## TeenScreen Primary Care®

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# Questions and Comments